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AVIGILON C•CURE9000 Control Center System Integration Guide

AVIGILON C•CURE9000 Control Center System Integration Guide User Guide

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AVIGILON C•CURE9000 Control Center System Integration

Specifications

- Vendor: Avigilon
- Software: Avigilon Control Center
- Requirements: ACC Server and Client meeting system requirements listed on the Avigilon website

Product Usage Instructions

Installation

New Installations:

1. Ensure the Web Endpoint is running on the ACC Server.
2. Add configuration settings by enabling enableAllRoutes and enableWebRtc in the WebEndpoint.config.yaml file.

Checking the Avigilon License:

1. Open the Avigilon Control Center Client.
2. Select Site Setup, then click on License Management.
3. Verify that the License Management dialog box shows Integration Support as Yes

Avigilon Configuration

Assigning Logical IDs to Cameras:

In the Avigilon Control Center Client software, assign a logical ID to each camera to allow access through the integration software.

FAQ

Known Limitations and Troubleshooting

- **Avigilon Integration Software Does Not Install:**
  - If you encounter issues with the installation, check for any errors during the installation process and ensure compatibility with system requirements.
- **The camera is not Imported:**
  - If cameras are not imported, ensure that the configuration settings are correct and that the cameras have logical IDs assigned.
- **Video Is Displayed But Video Alarms Are Not Occurring:**
  - If video is displayed but alarms are not occurring, check the camera alarm settings and ensure they are properly configured.

Introduction

The Avigilon Control Center (ACC) system integration with the Software House C•CURE 9000 software allows users to use the C•CURE interface to access ACC software features. Specifically, users can view live and recorded video, view events, control PTZ devices and export video from the ACC software through the C•CURE 9000 software.

What's New

- New integration software using the ACC Web Endpoint service.
- Support for Software House C•CURE 9000 version 2.90.

Be aware that the video analytics features only apply to cameras that support self-learning video analytics.

Requirements

Vendor	Requirements
Avigilon	ACC Server software 7.12.4 or later
Avigilon	ACC Client software 7.12.4 or later
Avigilon	Web Endpoint software 7.12.4 or later
Avigilon	C•CURE Integration license: `ACC-CCURE-VIDEO-2.90`
Avigilon	Avigilon integration executable file: `CcureVideoIntegration-1.x.x.exe`
Software House	C•CURE 9000 version 2.90
Software House	C•CURE Integration Software License: `CC9000-AVIGILON`

ACC Server and Client Requirements

Make sure the ACC Server and Client meet the system requirements listed on the Avigilon website:

- **avigilon.com/support-and-downloads/for-software/acc/system-requirements**

Upgrading the Integration Software

Note: If you were running version 2.70 or older of the ACC system integration with C•CURE, you will have to uninstall that integration before installing the new 2.90 integration. If you are uninstalling the previous version of the integration software, you may also want to upgrade the Avigilon Control Center software and the C•CURE 9000 software to use all of the new features. Upgrade/install the software components in the following order:

1. C•CURE 9000 software
2. ACC Server software
3. ACC to C•CURE 9000 integration software

For More Information

For more information about the procedures outlined in this guide, refer to the following specific software documentation:

- Avigilon Control Center Client User Guide
- Avigilon Control Center Server User Guide
- C•CURE Help
- C•CURE Server Management Application User Guide
- C•CURE Licensing User Guide

Installation

All C•CURE 9000 services and components must be turned off before the integration can be installed. The SQL

Database that C•CURE 9000 is configured to connect to should be running during installation. The Avigilon integration software with C•CURE 9000 must be installed on the C•CURE 9000 system server.

New Installations

- Install the C•CURE Integration license (ACC-CCURE-VIDEO-2.90) from Avigilon on one of the servers in your Site.
- Be aware that you must connect directly to this Avigilon server to use the C•CURE to ACC video integration.
- Web Endpoint should be running on the ACC Server. Before adding the integration, configuration needs to be enabled by adding enableAllRoutes: true and enableWebRtc: true to the following file and then restarting Web Endpoint:

C:\ProgramData\Avigilon\WebEndpoint Config\WebEndpoint.config.yaml Important: Configuration settings added to the WebEndpoint.config.yaml files are sensitive to indentation and spacing. Ensure that configuration settings are added to the far left in the file with no extra spacing or indentation before, after, or between the key and the value of a setting. There should only be one space between the key and the value.

- enableAllRoutes: true
- enableWebRtc: true

Install the C•CURE to ACC integration executable file (CcureVideoIntegration-1.x.x.exe) on the same server as the C•CURE Server software as well as any C•CURE Client workstations that require access to the integration.

Note: Use the same user account that was used to install the C•CURE server software.

Checking the Avigilon License

After you have installed all the required software, check that the Avigilon license was applied correctly.

1. Open the Avigilon Control Center Client.
2. Click and select Site Setup.
3. Click License Management. The License Management dialog box appears.

The dialog box must show Integration Support > Yes or the software was not properly licensed
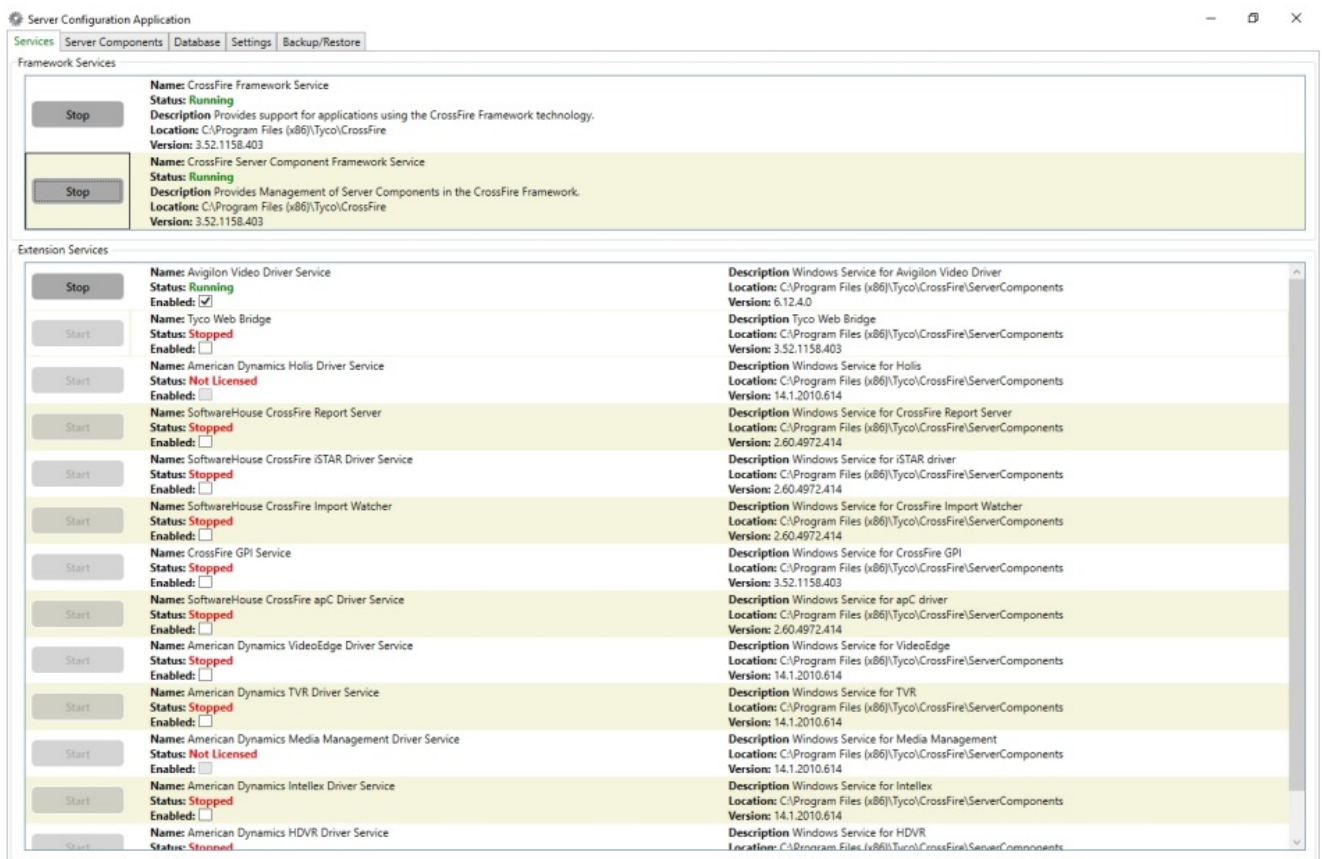
Checking the License in C•CURE

1. In the C•CURE License Manager, select the C•CURE 9000 tab.
2. Check that Avigilon Control Center is listed in the Licensed Features list.

Enabling the Integration in C•CURE

After you check the licenses, you must enable the integration in the C•CURE software.

1. Open the C•CURE Server Configuration application.
2. Select the Services tab.

3. If the CrossFire Service and Server Component Framework are not running, click Start.

4. In the Extension Services list, find the Avigilon Video Driver Service and select the Enabled check box.

5. Click Start on the Avigilon Video Driver Service. The service status should change to Running.

Avigilon Configuration

Once the required license and software have been installed, configure the ACC software for the integration. See the Avigilon Control Center Client User Guide for more information about each of the required configurations.

Assigning Logical IDs to Cameras

In the Avigilon Control Center Client software, assign a logical ID to each camera. The integration software only allows you to access cameras with a logical ID. By default, cameras do not have a logical ID.

1. In the ACC Client software, right-click a camera in the System Explorer and select Setup.

2. In the camera Setup tab, click General.

3. In the General dialog box, enter a Logical ID: for the camera. The logical ID must be unique number. Adding an Integration User in the Avigilon Control Center Software

To protect the security of the Avigilon Control Center software, add a user in the ACC Client software specifically for connecting the integration. The user you add will be used to connect the ACC system to the Avigilon integration software. See the Avigilon Control Center Client User Guide for more details.

The user must have the following permissions to enable all the integration features:

- View live images
  - Use PTZ controls

- Lock PTZ controls
- Trigger manual recording
- View recorded images
  - Export images
  - View images recorded before login
- Setup sites
  - Setup external notification settings

This user will be used to connect the ACC system to the C•CURE software.

In the ACC Client software, complete the following steps:

1. In the Setup tab, select the site then click .
2. In the Groups tab, click Add Group.
3. In the following dialogue box, select to copy the Standard Users group permissions.
4. In the Edit Group dialog box, give the new group a name then select the recommended permissions for the integration. Make sure only the required permissions are selected.
5. Click OK to save the new group.
6. Select the Users tab then click Add User.
7. In the Add/Edit User dialog box, enter a Username:.
8. In the Password area, complete the following fields:
   - Password: enter a password for the user.
   - Confirm Password: re-enter the password.
   - Password never expires: you may want to select this check box so that you do not need to update the ACC software password for the integration.
9. Select the Member Of tab and select the check box beside the group you created earlier in this procedure. The other two columns display the permissions linked to the selected group.
10. Click OK. The user is added to the system.

C•CURE Configuration

After the Avigilon Control Center configurations are complete, configure C•CURE to use the integration. See the C•CURE Help for more information about each of the configurations

Adding Avigilon Servers and Cameras

Note: The integration supports adding multiple ACC sites, but only one ACC server should be added to C•CURE from each ACC site that you are adding

1. Launch the C•CURE Administration Workstation
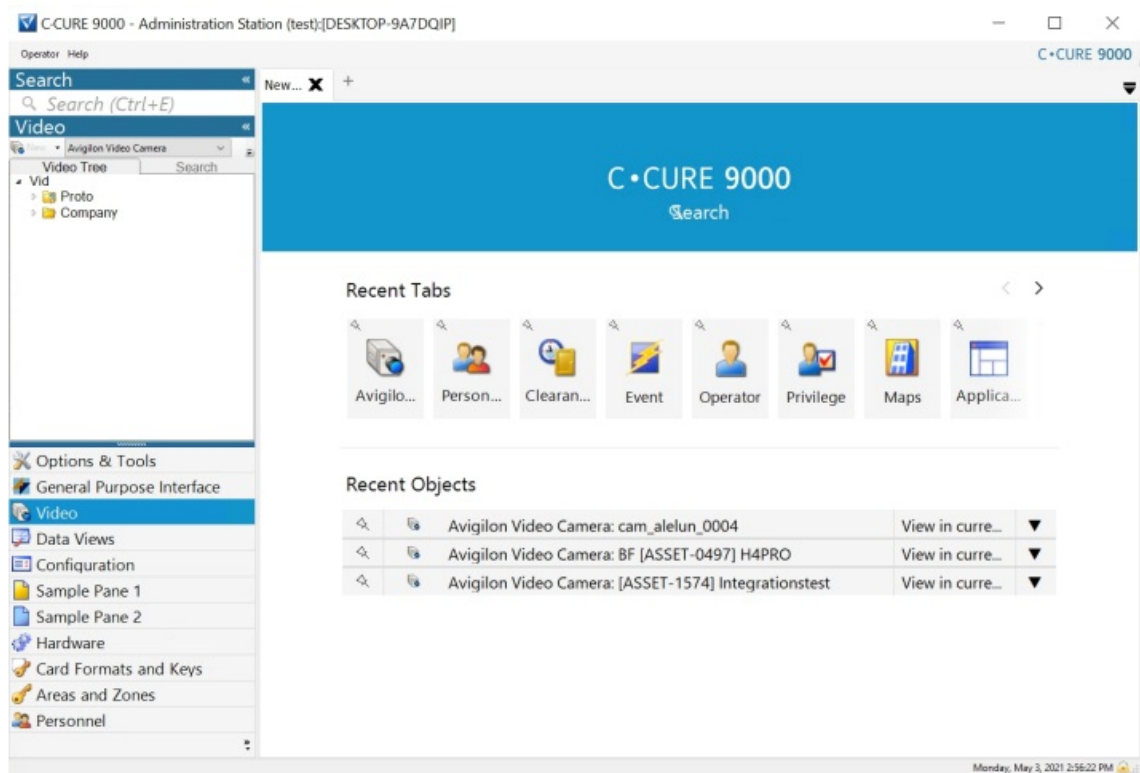
Note: Certificate pinning is required when viewing a video stream from a newly added Avigilon Server for the first time. Launch the C•CURE Administration Workstation or C•CURE Monitoring Station as Administrator to pin the certificate upon viewing video. Subsequent launches do not require an Administrator.

2. Select the Video tab.
3. In the Video Tree pane, right-click Company Name and select Avigilon Video Server > New.
4. In the Video Server Editor, give the server a name and description.

5. Enter the username and password you created for the integration. For more information, see Adding an Integration User in the Avigilon Control Center Software.

6. Enter the IP address for the ACC Server with the integration license. If the integration software was installed on the same server as the Administration Workstation software, enter the localhost IP address instead (typically 127.0.0.1).

    Important: The Alarm Port is set to 6000 by default. This port can be shared by multiple ACC Servers.

7. Select the Enable check box then click Connect.

8. Click the Import Cameras button when it becomes enabled.

    Note: Only cameras that have logical IDs are imported into the C•CURE system. For more information, see Assigning Logical IDs to Cameras on page 5.

9. Click Save and Close.

10. Launch the Windows Services console. In the Windows Start menu search bar, enter services. msc.

11. In the Services list, find the Avigilon Video Driver Service, right-click it and select Start.

The new server and all cameras connected to the Site are added to the Video Tree pane of the Administration Workstation

Adding Server Alarms

You can create a server alarm that is triggered by the ACC Server software online or offline status.

1. Open the C•CURE Administration Workstation.

2. In the Video Tree pane, right-click the Avigilon server and select Edit.

3. In the Video Server Editor, select the Alarms tab then click Add.

4. In the Property column, select Video Server Alarm.

5. In the Values column, select what triggers the alarm — when the server becomes Offline or Online.

6. In the Action column, select how you want C•CURE to respond to the alarm.

7. If you selected Video Camera Action, select the Action Type tab and select the server and camera that will perform the action.

8. In the Schedule column, select when the alarm can be triggered.

9. Click Save and Close.

Adding Camera Alarms

You can add a camera alarm that is triggered by a camera event, like motion detection or video analytics events configured in the ACC software.

1. In the C•CURE Administration Workstation, right-click a camera in the Video Tree pane and select Edit.

2. In the Video Camera Editor, select the Alarms tab then click Add.

3. In the Property column, select Video Camera Alarm or Videoloss.

4. In the Value column, select what triggers the alarm.

    *   If you selected the Video Camera Alarm property, select Motion or Analytics.

    *   If you selected the Videoloss property, click the Value column setting. When the check box appears, mark the check box for True or clear the check box for False.

5. In the Action column, select how you want C•CURE to respond to the alarm.

6. On the bottom half of the window, select any available options to further define the selected Action setting.

7. In the Schedule column, select when the alarm can be triggered.

8. Click Save and Close.

Using the Integration

Now that the integration has been installed and configured, you can use the C•CURE system to monitor video and alarms detected by cameras connected to the ACC system. See the C•CURE Help for more information about using the different features in the C•CURE system.

Exporting Video

When you display recorded video in the C•CURE 9000 software, you can also export the video you are watching from the same window.

1. Display recorded video in the C•CURE software.
2. In the recorded video controls area, click Export Recording.
3. In the Avigilon Video Export dialog box, enter the Start Time and End Time of the video to be exported.
4. Click Export. The Save As dialog box opens.
5. Browse to the location you want to save the file, enter a file name, and click Save.

You will get a confirmation message that the video export was saved successfully.
Note: Video exporting currently only supports exporting in the MP4 file format

Troubleshooting

If the following troubleshooting solutions do not resolve the issue, contact Avigilon Technical Support: avigilon.com/support.

Known Limitations

Listed below are the known limitations of the Avigilon integration with C•CURE 9000. The issues may be resolved in future versions of the integration software.

- Unable to configure or use Preset and Pattern 0 in triggered alarms or events.
- After updating the older integration, the old installation must be manually removed from the Windows Add/Remove Program.
- When a server goes offline and online again, there can be a delay before it reconnects.
- There may be a delay when shutting down the integration via the Crossfire Server Component Framework.
- When it is not running, the Avigilon Video Driver Service may show as an Invalid Service in the C•CURE Server Configuration Application. You can ignore this message and run the service anyway by starting it in the Windows Services console.
- The Windows Event Viewer may capture a permission-related error log event with IntegrationLogger.xml. This is likely due to the fact that the IntegrationLogger.xml file belongs to the administrator and a non-admin user is attempting to use the integration. If non-admin users require using the integration, the workaround is to delete the IntegrationLogger.xml file and let it be recreated.

Avigilon Integration Software Does Not Install

When you try to install the Avigilon integration with C•CURE, an error message appears. The integration may continue to install but the installation is unsuccessful and you are unable to locate any instance of Avigilon Control Center in the C•CURE system. This issue typically occurs when the user installing the integration does not have access to the C•CURE database. As a result, the InsertLicenseOption command has failed. Check the installer logs to see if error code -1003 occurred during the execution of: InsertLicenseOption.exe /U /V /S:{DATABASE}

/N:"Avigilon Control Center" /A:"Avigilon" /GUID:046b9165-5b5c-4d63-8cb2-1907dc0d8439
/C:/P:47/ObjectType:"Avigilon.NextGenConnectedProgram.Common.Objects.AvigilonVideoServ er"

If this is the case:

1. Reinstall the integration and skip the InsertLicenseOption command using the following command: CcureVideoIntegration.exe /i SkipInsertLicenseOption=true
2. Manually execute the command to insert the license option: InsertLicenseOption.exe /U /V /S:{DATABASE} /N:"Avigilon Control Center" /A:"Avigilon" /GUID:046b9165-5b5c-4d63-8cb2-1907dc0d8439 /C:0 /P:47 /ObjectType:"Avigilon.NextGenConnectedProgram.Common.Objects.AvigilonVide Server" Important: Enter the correct information for your C•CURE system database in place of {DATABASE} in the above sample command. If the above steps do not resolve the problem, uninstall the integration software, stop all C•CURE services and components, then reinstall it through the user account that installed the C•CURE server software.

Avigilon Video Driver Server Not Available

When you try to enable the integration in the C•CURE software (as described in Enabling the Integration in C•CURE on page 4) the Avigilon server component is not listed.

Check that the following integration requirements were met and the integration was installed correctly:

- You have an integration license from Avigilon and Software House.
- Both the ACC Server software and the C•CURE Server software are installed on the same network.
- When you installed the integration software, all C•CURE services and components were turned off.
- You installed the latest version of the Avigilon integration with C•CURE 9000 found on the Avigilon website: **https://www.avigilon.com/support/software/integrations**

Installation Issues With Duplicate License
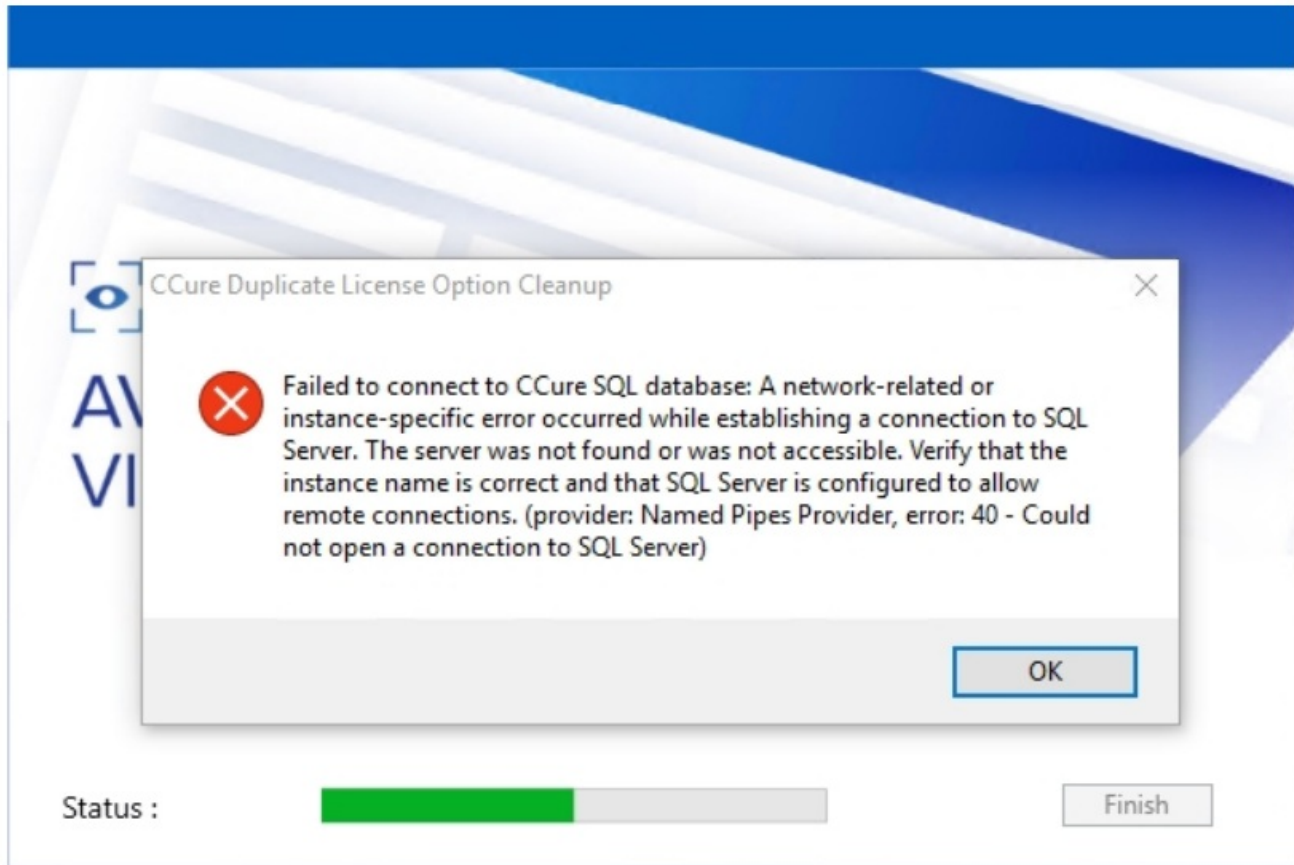
The installation requires connecting to the C•CURE database to clean up a duplicate Avigilon license option. If the C•CURE database exists on a separate machine, the install will fail to connect to the default database path at localhost\SQLExpress. To connect to a different C•CURE database, run the installer from the command line with the arguments: CcureVideoIntegration.exe /i CcureDatabasePath=<database_path>

Note: The default value for CcureDatabasePath is localhost\SQLExpress.

The camera is not Imported

After you've added the Avigilon server and cameras to the C•CURE software, the camera that you require is not listed in the Video Tree pane. There are typically two reasons why the camera does not appear in the C•CURE software:

1. The camera does not have a logical ID.
    1. Perform Assigning Logical IDs to Cameras on page 5.
2. The camera is connected to an ACC Server that has not been added to the C•CURE software. You can correct this by performing one of the following:
    - Add the ACC Server to the C•CURE software. For more information, see Adding Avigilon Servers and Cameras
    - Connect the camera to a server that has already been connected to the C•CURE software.In the ACC Client software, disconnect the camera from its current server then connect it to the server that is linked to C•CURE. You may need to import cameras from the server to C•CURE again — for more information, see Adding Avigilon Servers and Cameras on page 7. Cameras Can Only Be Imported in Bulk Once Users may only import cameras in bulk once.
    - After that, the cameras need to be imported individually. This is due to a known limitation in the C•CURE

integration caused by duplicate names and logical IDs in the site. Importing cameras more than once results in the following error: Cannot save because another object exists with the same configuration. A workaround would be to remove any duplicate names and logical IDs before another import.

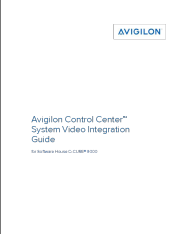**Video Is Displayed But Video Alarms Are Not Occurring**
While you monitor video, you observe a motion event but the related alarm does not activate.

The integration service may not have started correctly. Reboot the service:

1. Open the C•CURE Server Configuration Application.
2. Select the Services tab.
3. If the CrossFire Service and Server Component Framework are not running, click Start.
4. In the Extension Services list, find the Avigilon Video Driver Service and select the Enabled check box.
5. Click Start on the Avigilon Video Driver Service.

    The service status should change to Running

Documents / Resources

AVIGILON C•CURE9000 Control Center System Integration Guide [pdf] User Guide
C CURE9000 Control Center System Integration Guide, C CURE9000, Control Center System Integration Guide, System Integration Guide, Integration Guide

References

- Λ **Avigilon Customer Support**
- Λ **Avigilon Customer Support**
- **User Manual**